

**CITY OF ANNAPOLIS**  
**Department of Neighborhood and Environmental Programs**

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## Department of Neighborhood and Environmental Programs

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### Fund Support:

General Fund

### Description:

The Department of Neighborhood and Environmental Programs, the quality of life department, is made up of two divisions, Code Enforcement and Environmental Programs. Code Enforcement is responsible for licensing, permitting and inspections relating to all facets of code enforcement including, but not limited to, construction, rental housing, zoning, construction trades and waste water pretreatment. Environmental Programs is responsible for the enhancement of the environment through projects and programs including, but not limited to, urban forest, "Clean Air Initiates", "Keep It Clean" campaign, storm water management and trail systems.

### Services:

- C Permits and inspections of all construction of a cost of \$200 or higher to promote safety and code compliance.
- C License and inspect all rental housing to ensure safe and sanitary living conditions.
- C License all contractors and related construction trades doing business in the City.
- C Inspect and enforce zoning regulations as set forth in the City Code.
- C Permits, inspects and educates the waste water pretreatment of certain commercial establishments.

- C Regulates and educations regarding the storm water management program.
- C Maintains and enhances the City's urban forest.
- C Promotes and enforces the City's "Keep It Clean" program and "Clean Air Initiatives".
- C Regulates private solid waste collection..

### Goals & Objectives:

- C Provide prompt, courteous and consistent code enforcement.
- C Inspect all rental housing units at least once per year.
- C Provide 24/7 customer service through new technology.
- Complete the planting of 1,000 new trees..
- Provide field inspections within 24 hours of request.
- C Improve field staff technology through the use of PDA's.
- C Create off-hour enforcement programs.
- C Expand public information of environmental and code programs.
- C Cross train staff for more efficiency and improved coverage.
- Complete integration of new office functions to provide one stop code and environmental programs service..

## Department of Neighborhood and Environmental Programs

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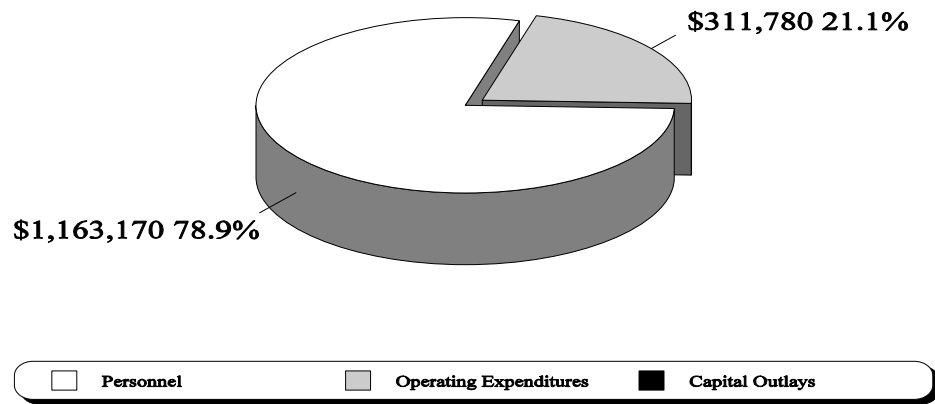
### Performance Indicators:

	<i>FY 2002</i> <u>Actual</u>	<i>FY 2003</i> <u>Adopted</u>	<i>FY 2004</i> <u>Goal</u>
Field inspections completed within 24 hours . . . . .	75%	75%	80%
Number of rental permits issued . . . . .	6,380	6,275	6,400
Permits issued within 10 working days . . . . .	75%	75%	80%
Percent of cost recovered . . . . .	270%	N/A	300%
Percent of customers rating staff service as good or excellent . . . . .	N/A	N/A	75%
Percent of customers rating service time as good or excellent . . . . .	N/A	N/A	75%
Percent of counter customers served within 10 minutes . . . . .	N/A	N/A	90%
Number of permits issued . . . . .	5,500	N/A	5,750
Number of building and trades inspections performed . . . . .	19,000	N/A	20,000
Number of housing rentals inspections per FTE . . . . .	1,595	1,570	1,600
Number of building inspections per FTE . . . . .	3,800	N/A	4,000

<i>Budget Summary</i>	<i>FY 2002</i> <i>Actual</i>	<i>FY 2003</i> <i>Adopted</i>	<i>FY 2004</i> <i>Adopted</i>	<i>Percent</i> <i>Change</i>
Personnel	\$989,540	\$1,085,640	\$1,163,170	7.14%
Other Operating Expenditures	212,990	173,250	311,780	79.96%
<b>Total Expenditures</b>	<b>\$1,202,530</b>	<b>\$1,258,890</b>	<b>\$1,474,950</b>	<b>17.16%</b>

FY 02 and FY 03 Expenditures represent those of the Inspection and Permits section of Public Works only.

**Department of Neighborhood & Environmental Program**  
*Budget By Expenditure Type*



**Expenditure Graph**

Because the Department of Neighborhood and Environmental Programs consists of only one major division, a comparison of divisional budgets is not applicable.

## Department of Neighborhood and Environmental Programs Staffing Summary

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	<i>FY 2002 Actual</i>		<i>FY 2003 Adopted</i>		<i>FY 2004 Adopted</i>	
	<i>Perm</i>	<i>Temp</i>	<i>Perm</i>	<i>Temp</i>	<i>Perm</i>	<i>Temp</i>
Personnel	19	2	20	2	20	1
<b>Department Total</b>	<b>19</b>	<b>2</b>	<b>20</b>	<b>2</b>	<b>20</b>	<b>1</b>

FY 02 and FY 03 Positions represent FTE count for positions listed below City-wide.

### Staffing Summary By Position - FY 2004 Permanent Positions

	Total <u>FTE</u>		Total <u>FTE</u>
<i>Neighborhood and Environmental Programs:</i>		<i>continued</i>	
Director .....	1	Electrical Inspector .....	1
Assistant Director .....	1	Housing Inspector .....	3
Executive Secretary .....	1	*Storm Water Management .....	1
Permits Associate I .....	1	Life Safety/Mechanical Inspector .....	1
Chief Building Inspector .....	1	Plan Reviewer .....	1
Chief Environmental Programs .....	1	*Pretreatment Coordinator .....	1
Chief Housing Inspector .....	1	Environmentalist .....	1
Building Inspector .....	2	Zoning Enforcement .....	1
Plumbing Inspector .....	1		
		* Funding for these two positions is in Sewer Fund.	